

Appendix A: Sample of Complaint Posting:

Provider Header

Any client, applicant, or person who has been a client within the past three (3) months, or their designee, shall have the right to pursue a complaint or grievance. Upon receipt of the grievance, the agency will act as an advocate for the client and attempt to resolve the issue(s) raised by the client or their designee. All complaints are treated equally. Upon receipt of the complaint, the provider agency shall respond within two (2) business days. Complaints shall be resolved within thirty (30) days of receipt. If complaint is unresolved provider will state hearing process for complaints.

**Avenues for Complaints**

**Agency Based Grievance:** Any staff can manage a complaint, and if staff are unable to resolve the issue, it will be elevated to the program supervisor/administrator.

Agency Ombudsperson: phone number or email

Patient Advocate: phone number or email

**CBHSD Consumer Resolution Hotline:** CBHSD Consumer Resolution Hotline provides a safe venue to clients to present concerns outside of the treatment setting.

Phone number: (855) 649-7944

Email: [DSAMHresolution@delaware.gov](mailto:DSAMHresolution@delaware.gov)

**PCWFD Bureau:** Email DSAMH risk management for any complaints:

[complaintandincidentreporting@delaware.gov](mailto:complaintandincidentreporting@delaware.gov).

**DHCQ:** All grievances regarding IMDs shall be referred to the Division of Health Care Quality (DHCQ).

Office of Health Facilities Licensing and Certification

261 Chapman Road, Suite 200

Newark, DE 19702

Telephone: 302-292-3930

Fax: 302-292-3931

Toll-free hotline: 1-800-942-7373

**Joint Commission:** <https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/>

Office of Quality and Patient Safety

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181

**Commission on Accreditation of Rehabilitation Facilities (CARF): [feedback@carf.com](mailto:feedback@carf.com)**

**CARF**  
**6951 East Southpoint Road**  
**Tucson, AZ 85756-9407**  
**(866) 510-2273**

**Community Legal Aid Society (CLASI):**

New Castle County  
100 W. 10th St., Suite 801  
Wilmington, DE 19801  
302-575-0660  
800-292-7980 (Toll Free)

Kent County  
840 Walker Road  
Dover, DE 19904  
302-674-8500  
800-537-8383 (Toll Free)

Sussex County  
Georgetown Professional  
Park  
20151 Office Circle  
Georgetown, DE 19947  
302-856-0038  
800-462-7070 (Toll Free)